

Open Science Conference and All Hands Meeting - Troubleshooting

| Potential issues | Solution |
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| A speaker's recording is not available in the Nextcloud folder | This means that the speaker has not uploaded his/her video. If the speaker is present, he/she can do a live presentation. If it doesn't work, or if the presenter is not present, announce that the talk is cancelled. The session takes a break for the length of the talk + questions and resumes with the following talk at the time indicated in the agenda. |
| One of the speakers is not present during the session | This is unfortunate but the good news is that we should have the recording of the speaker's presentation. You can invite the attendees to write questions for the speaker in the AccelEvent page of the session and the absent speaker will be invited to address them afterwards. When the recording finishes, do not invite the next speaker immediately but wait until the time indicated in the agenda. |
| I'm a volunteer and I lost my internet connection | Do not worry, this is why we did our best to have two volunteers per session. The other volunteers should inform the organizers via WhatsApp. Join the session again when possible. |
| The chair(s) has/have lost his/her/their internet connection | In most cases, show must go on. Inform the organizers via the WhatsApp Group. Each session should have more than one chair and this will be one of the reasons why. |
| The AccelEvents platform is down | Chances are the organizers are aware of it and addressing the issue. But inform us via WhatsApp anyway. |
| Some attendees cannot join the Zoom call | Our zoom licenses are limited to 100 participants for the regular sessions and 500 for the plenaries. It is very unlikely that they will be used completely but that may be the reason why some participants can no longer join. This uses a first come, first served basis which is also why Chairs, Volunteers and presenters must log in the Zoom webinar at least 15 min. before the session starts. |
| An attendee is making weird/innappropriate comments on the chat/Q&A | Contact the organizers immediately and we will take it from there. Note that as host/co-host, you can always mute attendees, and make the chat only visible to the presenters ("panelists"). |
| A presenter is answering questions but we cannot really hear him/her | In that case, politely interrupt the presenter and invite him/her to type his/her answers in the Q&A box instead. |
| My fellow volunteer has lost his/her internet connexion | For the time being, you'll have to fly solo but don't worry, you know what to do. Do inform the organizers via WhatsApp and we will try and send someone to replace the other volunteer. |